



Representing America's Natural Gas Utilities

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NATURAL GAS CUSTOMER GROWTH RATES

Findings

- Overall growth in residential gas customers (7.3 percent between 2010 and 2019) has not kept pace with overall growth in US households (7.6 percent)
- Similar to residential gas customers, the commercial customer growth rate lags the total growth in commercial establishments (4.5 percent vs. 5.8 percent)
- Growth rates for residential gas customers have accelerated in the latter part of the last decade, while commercial customer growth has remained steadily between 0.3 percent and 0.7 percent.

Annual Growth Rates - Residential Natural Gas Customers Vs. Total Households

	2011	2012	2013	2014	2015	2016	2017	2018	2019	9 Year Total	Annual Compound Average
Residential Customers	0.6%	0.7%	0.7%	0.6%	1.1%	0.8%	0.9%	1.0%	0.9%	7.3%	0.7%
Housing Units	0.3%	0.5%	0.7%	0.7%	0.9%	1.0%	1.2%	1.0%	1.0%	7.6%	0.7%

Annual Growth Rates - Commercial Natural Gas Customers Vs. Total Business Establishments

	2011	2012	2013	2014	2015	2016	2017	2018	2019	9 Year Total	Annual Compound Average
Commercial Customers	0.4%	0.7%	0.3%	0.7%	0.7%	0.4%	0.5%	0.3%	0.5%	4.5%	0.4%
Total Establishments	-0.2%	0.5%	-0.3%	1.0%	0.7%	0.9%	1.2%	1.3%	0.5%	5.8%	0.6%

- Regional data shows some regions with a higher pace of growth than others. The Mountain and New England regions showed the largest long-term growth in residential customers.
- The Mountain region nearly has the largest growth rates in both residential and commercial customers. New England's residential growth rate is only 0.8 percent higher.
- Relative Market-shares between regions and sectors have not changed much at all since 2010. East North Central has the largest share of customers while New England has the smallest share
- East North Central, Pacific, and Middle Atlantic make up more than half of all residential and commercial customers. These three regions also fall within the middle range for growth rates over the last decade.

See page 2 for regional breakdowns

Source: Energy Information Administration; Total Household and Commercial Establishments based on number of Total Electric Customers

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SUPPLEMENTAL MATERIALS

Annual Growth Rates - Residential Natural Gas Customers Vs. Total Households

	2011	2012	2013	2014	2015	2016	2017	2018	2019	9 Year Total	Annual Compound Average
New England	1.25%	2.45%	1.44%	0.37%	1.53%	1.40%	1.22%	1.43%	1.29%	13.05%	1.23%
Middle Atlantic	0.52%	0.35%	0.55%	0.55%	0.84%	0.93%	0.47%	0.98%	0.69%	6.02%	0.59%
East North Central	0.42%	0.10%	0.19%	0.60%	0.46%	0.82%	0.57%	0.68%	0.46%	4.39%	0.43%
West North Central	0.25%	1.65%	0.06%	0.57%	1.04%	0.78%	0.89%	1.23%	1.12%	7.84%	0.76%
South Atlantic	0.53%	0.52%	1.81%	0.22%	1.48%	1.24%	0.89%	1.49%	1.28%	9.87%	0.95%
East South Central	0.15%	-0.37%	0.47%	0.38%	0.59%	0.71%	1.46%	0.44%	-0.32%	3.56%	0.35%
West South Central	0.77%	1.69%	-0.05%	0.76%	0.80%	0.67%	1.04%	1.10%	1.35%	8.43%	0.81%
Mountain	0.96%	0.75%	1.25%	1.34%	1.48%	1.43%	1.57%	1.69%	1.81%	12.97%	1.23%
Pacific	0.81%	0.58%	0.76%	0.43%	1.70%	-0.17%	0.95%	0.42%	0.96%	6.60%	0.64%
National	0.61%	0.66%	0.66%	0.58%	1.08%	0.75%	0.89%	0.96%	0.94%	7.35%	0.71%

Annual Growth Rates - Commercial Natural Gas Customers Vs. Total Business Establishments

	2011	2012	2013	2014	2015	2016	2017	2018	2019	9 Year Total	Annual Compound Average
New England	-1.85%	2.62%	1.01%	-1.06%	1.13%	1.34%	0.78%	1.17%	1.30%	6.54%	0.64%
Middle Atlantic	0.12%	0.68%	0.45%	1.61%	1.29%	0.27%	0.52%	0.63%	1.06%	6.80%	0.66%
East North Central	0.69%	0.14%	-0.93%	1.43%	0.43%	0.29%	0.10%	0.43%	0.42%	3.03%	0.30%
West North Central	0.36%	2.10%	0.23%	0.42%	0.56%	-0.16%	-0.06%	-2.40%	-0.82%	0.18%	0.02%
South Atlantic	0.46%	0.20%	1.56%	0.64%	0.77%	0.74%	0.45%	1.00%	0.37%	6.37%	0.62%
East South Central	0.29%	0.28%	0.35%	0.01%	0.55%	0.25%	1.14%	0.43%	-0.03%	3.32%	0.33%
West South Central	0.61%	1.31%	-0.76%	0.63%	0.62%	0.40%	0.33%	0.65%	0.91%	4.79%	0.47%
Mountain	0.63%	0.24%	1.75%	0.64%	0.73%	0.88%	1.07%	0.79%	0.48%	7.45%	0.72%
Pacific	0.37%	0.41%	0.59%	0.17%	0.70%	0.07%	0.61%	0.09%	0.72%	3.79%	0.37%
National	0.39%	0.67%	0.28%	0.71%	0.71%	0.36%	0.46%	0.30%	0.50%	4.46%	0.44%

